

# Frequently Asked Questions

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## **Where are your offices located?**

Our main office is located at the [City of Alcoa Municipal Building](#) located at 223 Associates Blvd., Alcoa, TN 37701. The office is behind Atlanta Bread Company in the Springbrook Corporate Center.

## **Where do I pay my electric bill?**

You may pay by mail or in person at the [City of Alcoa Municipal Building](#) during regular business hours, Monday through Friday 8:00 a.m. to 4:30 p.m. Night depositories are located at 1) the corner of Hall Road and Davies Road and 2) the City of Alcoa Municipal Building for your convenience. Also, your electric bill can be paid by [bank draft](#) or at the following local banks:

- Citizens
- Regions
- SunTrust
- B B & T
- First Tennessee
- Am South
- American Fidelity
- United Community Bank

For questions about your utility bill, call (865) 380-4700.

### **What payment options are available to pay my bill?**

You can pay your utility bill by cash, check, money order or cashier's check.

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### **What telephone number do I call in case of an outage?**

Please call our Operations Offices at (865) 380-4890 to report an electric outage.

### **What areas does Alcoa Electric serve?**

Bear Hollow, Topside Road, Alcoa Highway, Mentor, Alnwick, Louisville, Wal-Mart, Airport, West Hunt, Overlook, Filter Plant, McArthur Road, Louisville Road, Airport, Springbrook, Payne Avenue, Lakemont, Heritage, Walland/Laurel Valley, Cold Springs, Ellejoy, 411 Highway, Yankee

Hill, Wildwood, Hubbard, Forrest Hill, Old Piney, Blockhouse, and Chilhowee areas. If you have any further questions regarding your service location, please call (865) 380-4700.

### **How much is the deposit?**

The deposit is \$85.00 but can be waived with an excellent letter of credit from your previous utility provider. Also, you must pay a \$15.00 service fee along with your deposit. Please call our main office at (865) 380-4700 and ask to speak to a New Service Representative for details.

### **Can I sign up for service over the phone?**

No. In order to provide accurate and adequate service, you must come to our offices to sign up for services with a New Service Representative. Alcoa Electric must have proof of identification from customers who sign up for service.

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### **Does Alcoa Electric offer budget billing?**

Yes, for more information, [click here](#).

### **What do I do if my electric bill is high?**

There are several reasons that your bill could be too high. The weather, faulty equipment, or lifestyle changes are the three main causes of high bills. For more information, visit the [Energy Saving Tips](#) section or [Request a High Bill Inquiry](#)

### **How can I save energy in my home?**

There are many ways you can save energy in your home that can help you lower your electric bill and help the environment. Please visit the [Energy Saving Tips](#) section or visit [TVA's energy right® website](#).

### **Does Alcoa Electric offer a surge protection program?**

Yes, AED offers several package options for its surge protection program. To sign up for the program, [click here](#).

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